HOUSING ACT – PROPERTY STANDARDS

PROPERTY CONDITION AND RESPONSIBILITY GUIDE

The Housing ACT Property Condition and Responsibility Guide contains detailed information regarding the standard condition and maintenance responsibility of the building structure, fixtures and fittings and grounds of Housing ACT properties.

For a quick reference on provisions to properties please see the Property Provision Schedule.

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GROUNDS and GARDENS

Grounds & Gardens	
Should be free of obstructions for access and mowing. Grass kept to a reasonable height by periodic mowing. Weeds reduced to a bare minimum. Grounds and gardens are to be free of litter and debris. Shrubs & trees do not overhang or impede driveway, fences, gates, paths or paved areas, or obscure access to mailbox, electricity, water and gas meters.	
HOUSING ACT Responsibility	**Tenant Responsibility**
On allocation, a property is provided to the tenant in a neat and clean condition. This includes lawns mowed, rubbish removed and shrubs pruned. Shrubs will be trimmed clear of driveways, paths, gutters, downpipes, windows and front and rear doors. **Cleaning of public areas, horticultural maintenance and gutter cleaning for flat and Older Person's Accommodation**	Lawns and gardens are to be kept neat, tidy and watered (in accordance with any water-use restrictions that may be in force). Lawns are to be mown regularly and just prior to vacation. Lawn edges and shrubs to be trimmed regularly. Grounds are to be kept free from fire hazards. The tenant

complexes.

Communal areas include common area grass, trees/shrubs and installed barbecues and children's play equipment. The TFM is responsible for providing this service.

HOUSING ACT has a "dry land policy" not to irrigate communal areas.

Where there is no irrigation system the policy is to rely entirely on the rain for the watering of grass areas and shrub beds.

In most cases where an existing irrigation system requires major upgrade or repair HOUSING ACT will generally not authorise the work and allow the area to become dry land.

Pruning and removal trees and shrubs in single houses

HOUSING ACT is responsible for the trimming of shrubs and trees only where they present a hazard to people, power lines, HOUSING ACT owned buildings, neighbouring buildings, driveways and paths.

Hazards may include:
· Dead trees above 2.5m when they pose a danger to property or person (under 2.5m is a tenant responsibility)
· Damaged trees
· Trees in power lines, large limbs overhanging service lines, the house or where they pose a danger to people and clotheslines
· Trees lifting driveways/paths
· Trees undermining foundations and entering sewer and storm water systems

Trees will not be removed for aesthetic reasons or where there is no proven hazard.

Tree removal / pruning will be carried out by the TFMs tree surgery contractor.

Pruning and removal of trees and shrubs in flats & OPAs

HOUSING ACT is responsible for tree and shrub pruning on common grounds and removal ONLY where trees and shrubs represent a risk or hazard.

Where HOUSING ACT identifies a tree, which presents a hazard, the TFM is instructed to inspect and rectify the problem (ie trimming or removal).

may be held liable for the cost of mowing overgrown grass and weeding garden beds.

Poisonous or nuisance plant species shall not be planted. These plants include willows, poplars, bamboo, cactus, oleander, rhus, pyracantha, crataegus, contoneaster, privet, ivy, honey suckle and periwinkle. The tenant is liable for the cost of removing inappropriate plants.

Grounds and under house areas are to be kept free from timber, rubbish, refuse and animal droppings. Private belongings, car bodies and car parts should not be stored in manner that is likely to constitute a health and safety hazard or be unsightly. All such items are to be removed prior to vacation. The tenant is liable for the cost of removing rubbish, garbage and refuse.

Natural drainage should not be impeded by any structures, gardens or any activity of the tenant. Surface drains, grates and drainage pits are to be kept clear and clean. Rectification of drainage problems caused by the tenant are not considered fair wear and tear.Garden soil is not to be built up against fences, above the ventilation grilles of the property or over/around any service manholes such as ACTEWAGL sewer network manholes. Damage to the grounds and garden by the tenant's negligence or wilful acts are not considered fair wear and tear.

After signing a tenancy agreement, tenants in single houses/duplexes are responsible for grounds maintenance including:
· Mowing / weeding
· Removal of rubbish

Note: All decisions to remove a tree will be made by the TFM's qualified tree surgeon. The TFM will arrange all necessary approvals and permits for any tree removal.	· Pruning shrubs & limbs from trees (up to 2.5m) On vacating, tenants are required to leave the grounds in a neat condition, including removal of all rubbish and lawn mowing. Tenants are also required to remove any below standard or unapproved additions (eg retaining walls, paving, etc) and restore the area to original condition. Tenants in units with individual yards or courtyards are responsible for the general grounds maintenance. After allocation the tenant is responsible for all general pruning for such problems as low limbs (up to 2.5 metres), branches or shrubs against walls or windows, pruning and maintenance of fruit trees and the removal of dead trees and shrubs below 2.5m.

Clothes Lines	
All mechanical components allow the tenant to raise, lower, extend, retract the clothes line with minimum effort.There are no signs of excessive wear that interfere with usage.The whole of the clothes line structure is firmly secured, the components and connections are firm and lines are taut and free from rust, corrosion and roughness of surface that could damage hanging clothes.Vegetation is clear of the clothes line so as to prevent entanglement by spinning clothes.	
HOUSING ACT Responsibility	**Tenant Responsibility**
HOUSING ACT provides all houses with a clothesline in a serviceable and working condition. HOUSING ACT supplies general maintenance to clotheslines based on normal fair wear and tear. HOUSING ACT will replace an existing clothesline when it is considered to be no longer serviceable. To move or provide a larger clothesline, a written request must be made by the tenant. Requests can be made for the following reasons: · Access due to medical reasons (tenant must contact an Occupational Therapist for assessment and recommendation) · Excessive shade caused by aspect or trees –	Clothesline to be kept in good order, including regular oiling of winding mechanism. Bent arms/ stays and broken wire is considered a tenant responsibility. Maintenance due to non-fair wear and tear is a tenant responsibility. Tenants cannot move existing or install new clotheslines without the written approval of HOUSING ACT. Where tenants require a footpath to the clothesline due to a disability, this must be referred to the HOUSING ACT

this must be confirmed on inspection by HOUSING ACT · Old clothesline beyond reasonable repair. (On replacement, the location/size of the clothesline can be changed if there is sufficient reason to do so)	Disabled Modifications Officer for approval (ie need to wheel clothes basket due to disability).

Letterbox

Letterbox should be of adequate size and waterproof.

Paint finish to box is clean in appearance with few visible wear areas.

Box is mounted securely to post, fence or fixed to wall and accessible for mail service.

Door should be able to swing clear to access the mail by the tenant.

House number should be clearly displayed on the face of the box or wall.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT will supply each tenant on allocation a letterbox in serviceable condition and a set of two keys where applicable. HOUSING ACT will repair/replace letterboxes where required through fair wear and tear.	Tenants are responsible for the maintenance or replacement of letterboxes ONLY where it is required due to non fair wear and tear. Replacement of lost keys or the cutting of additional keys is a tenant responsibility. Damage to a letterbox caused by theft or vandalism will initially be charged as a tenant responsible maintenance cost. On provision of a Police Incident Number and appropriate Statutory Declaration (which provides details of when and how the incident occurred), costs may be removed from the tenant account.

Shed

Wall and roof panels securely fixed against wind forces.

Windows and doors open and close without problems.

Latch or lock system works.

The major proportion of the surface is free from marks or surface damage.

Paint film has few visible wear areas, and is able to be cleaned to a fresh surface.

HOUSING ACT Responsibility	Tenant Responsibility

HOUSING ACT does not supply or install gardens sheds as a standard issue to all properties. Sheds were installed by HOUSING ACT in some properties as part of a building package, in properties purchased on the private market and/or in some cases as part of a maintenance program carried out some years ago. HOUSING ACT will maintain a garden/storage shed that was provided by HOUSING ACT. Where a HOUSING ACT provided garden/storage shed is considered, by the TFM or HOUSING ACT to be unserviceable or unsafe it will be removed. HOUSING ACT will provide a replacement of approximately the same type and size. Where a garden shed is supplied the flooring should be a 75 ml slab; the wall and roof panels should be securely fixed against wind forces and the latch or locking system working. HOUSING ACT will maintain a garden/storage shed with only minimum maintenance. Garden sheds will not be made waterproof. HOUSING ACT provides garden/storage sheds as a standard issue in the majority of OPAs and flats. These will not be provided retrospectively to properties where none were previously provided. Where a flat is provided with a storage area the tenant is provided with a set of keys. Tenants are responsible for additional or lost keys. Most complexes are surrounded by common areas and tenants are not permitted to install additional storage facilities on common areas or in body corporate managed complexes. Note; Housing ACT does not purchase sheds from outgoing tenants.	Tenants in flats/units with an individual courtyard can apply to HOUSING ACT for permission to install a garden shed. Damage to storage areas' doors and general damage to garden sheds is a tenant responsibility. Damage caused by theft or vandalism will initially be charged as a tenant responsible maintenance cost. On provision of a Police Incident Number and appropriate Statutory Declaration (which provides details of when and how the incident occurred), costs may be removed from the tenant account. Tenants must apply to HOUSING ACT in writing for permission to erect a garden/storage shed at their own cost. The application must include a site plan showing the proposed shed in relation to the existing building and all boundaries and easements. Tenants must ensure they obtain all necessary building approvals from relevant government agencies, where required. HOUSING ACT will not maintain tenant provided/built sheds. Where a tenant provided/built shed is found to be unsafe HOUSING ACT will request removal of the shed by the tenant or rectification works to make safe. If necessary, the tenant will be served with a Notice to Remedy under the appropriate clause of the Residential Tenancies Act 1997 and follow up action taken to ensure removal or rectification work has been carried out. On vacating, if the tenant

	removes the shed the surrounding area must be returned to its original condition. If they wish to leave the shed, it must be in good condition with all necessary approvals sighted. Note; Housing ACT does not purchase sheds from outgoing tenants.

Screening
All components are bonded. Straight & solid in construction. No visible sign of material breakdown / failure. Secure connection where attached to intersecting structures. All surface cladding is free from visually significant surface imperfections / damage & securely fixed to frame. Mouldings where fitted are fixed solid and sealed to adjoining surfaces.

PAVING and DRIVEWAYS

Paths and Paving
Free of sudden changes in level in locations that cause a trip hazard. Free of broken or crumbling material, missing sections and major cracks. Free of moss and not slippery whether dry or wet.Falls to drains and drainage should be in place and working. Ramps should give easy access and not be slippery.Balustrades provided where ramps and landings are one metre above ground level. Handrails, safety rails, hobs to edges and rest areas should be in place.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT supplies a footpath from the driveway to the front and back doors. HOUSING ACT does not supply, as a standard item, a footpath to any other areas such as clotheslines, sheds, carports and garages. Where tenants require a footpath to the clothesline due to a disability, this must be referred to the HOUSING ACT Disabled Modifications Officer for approval (ie need to wheel clothes basket due to disability). Sections with (excessive) damage caused by	Tenants are responsible for non-fair wear and tear damage to paths.

shrinkage, ground movement, structural failure, and tree roots should be replaced or repaired. HOUSING ACT does not provide paved entertainment areas.	

Driveway and Car Parking

Surface and kerb finish intact.

Where provided, parking lines and numbering are legible.

Surface water drains to sump or other drain areas.

Drainage grates built into paving should be at the same level as surrounding paving and should effectively drain.

Sufficient safe access for persons alighting from vehicles.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT provides as standard concrete drive strips, wide enough for one car, from the nature strip boundary to a point level with the front of the dwelling. Urban Services provides and maintains the section of driveway and footpaths from the edge of the road to the nature strip boundary.	Tenants are responsible for non-fair wear and tear damage to driveways. Tenants must keep the driveway clean and free of staining from oil and petroleum products. Please note however that a small aged car oil stain on the concrete in a garage or a driveway is considered acceptable fair wear and tear. This would not be required to be cleaned on vacancy or in a complex driveway/carport. Any extra length of driveway is a tenant responsibility and permission must be sought in writing prior to work commencing. Tenants must also obtain approval from any relevant government agency where required and ensure work is carried out in a tradesman like manner.

Carport or garden shed slabs

Free of sudden changes in level in locations that cause a trip hazard.

Free of protrusions, such as anchor bolts, that create a safety hazard.

Free of broken or crumbling material, missing sections and major cracks.

HOUSING ACT Responsibility	Tenant Responsibility

Where a garden shed is supplied the flooring should be a 75 ml slab; the wall and roof panels should be securely fixed against wind forces and the latch or locking system working;	The concrete slab may be left provided it is determined by HOUSING ACT to be in a good and safe condition.

Carports, garages

Structure is stable and does not move when posts or walls are rocked vigorously by hand. No signs of damage by up-lifting of the whole structure or its roof. No rot or corrosion of posts (or hold down bolts) especially at ground level.

Walls and Ceilings:
Surface finish is in place, secure and clean.
Paint is sound and not cracking or flaking.
Render is sound, not cracked or falling off.

Roof and Posts:
No loose roof sheeting, flashing or other material.
Does not leak.
Gutters and downpipes are in place, compatible, secure and working.
Sheeting, supports, framework and posts are not rusted.
Supports to roof have not sagged, roofline is straight.
Flashings are in place, compatible and not cracked.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT does not provide car accommodation as a standard issue. Some properties have car accommodation provided as part of the original building package, as part of a spot purchase or built and left by a previous tenant. Car accommodation left by the previous tenant and approved to remain by HOUSING ACT will become the property of HOUSING ACT and is left for the convenience of the incoming tenant. This will be maintained by HOUSING ACT. In some complexes waiting lists are compiled for car accommodation where there are fewer carports/garages provided than the number of units in a complex. HOUSING ACT maintains car accommodation in complexes, however maintenance does not include vehicle damage, where liability is clearly established. Housing ACT does not purchase garages or carports from outgoing tenants. Where an automatic door controller has reached the end of its economic life, where possible, automatic controllers will be converted to a manual door operation and the electricals disconnected. Exceptions to this would be where the accommodation is an older persons' complex	Tenants must keep the garage floor clean and free of staining from oil and petroleum products. Tenants must apply in writing to HOUSING ACT for agreement in principle to provide their own car accommodation. The written application must include a site plan and must meet all ACT siting regulations. Tenants must also seek approval from ACT Planning and Land Authority and all other relevant government agencies. HOUSING ACT will not maintain car accommodation provided by the tenant. The tenant must maintain the structure and ensure it remains in a safe condition. Where tenant provided/built car accommodation is found to be unsafe HOUSING ACT will request removal by the tenant

or where it is a disability modification. An example of this complex would be The Freycinet. Where an automatic garage door requires repair in a complex where all units have automatic garage doors as part of the original construction, eg, a Body Corporate, it will be repaired as necessary. Where a HOUSING ACT owned garage containing asbestos material is deteriorating and deemed to be a health hazard the garage will be assessed for repairs. Where possible damaged panels will be replaced. If beyond repair the old garage shall be removed and consideration will be made to replace with a carport. A carport installation will be a single flat roof with a slab. Where a garage or carport requires repairing/replacing and the dismantling would affect the architectural integrity of the building, eg, situated in a complex or body corporate, then the garage or carport would be repaired/replaced to the original design.	or rectification works to make safe. If necessary, the tenant will be served with a Notice to Remedy under the appropriate clause of the Residential Tenancies Act 1997 and follow up action taken to ensure removal or rectification work has been carried out. On vacating, if the tenant removes the car accommodation the surrounding area must be returned to its original condition. If they wish to leave the car accommodation it must be in good condition with all necessary approvals sighted or the tenant may be charged TRM for it's removal. Note; Housing ACT does not purchase garages or carports from outgoing tenants.

FENCES and GATES

Fences, Gates

Minimum height of 1.5 metres. Minimum height backing onto public laneways is 1.8 metres lapped timber. Continuous in length, of same panel or cladding type and is stable in a vertical, horizontal, angular and stepped position.

No loose, missing or damaged components.

Level of rot or corrosion does not affect stability. Gate hinging is secure and free from excessive wear allowing the gate to swing freely above the ground. Latching and bolting secures the gate in the closed position.

Gates solid in construction free from sagging and winding (twisting).Components are free of exposed sharp edges.

GOVERNMENT TO PRIVATE FENCING:

Housing ACT will share the cost with private owners to half the amount of their preferred type of fencing up to 1.8 metre colourbond or 1.8 metre timber palings (lapped & capped),

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of all fencing to all its properties and fittings in a fully operable condition. Maintains fences between private lessees and HOUSING ACT properties under the Common	Tenants cannot arrange their own repairs/replacement unless prior approval has been given by HOUSING ACT.

Boundaries Act 1981. The private lessee and HOUSING ACT are jointly responsible for the fence, its upkeep and replacement costs. Any fence repair completed by HOUSING ACT or the private owner must meet the standards of the ACT Building Code and the Common Boundaries Act 1981. HOUSING ACT will normally replace existing fencing with a fence constructed of the same material and height (ie paling for paling and colourbond for colourbond). In cases where private lessees wish to install colourbond or paling fencing to 1.8m.HOUSING ACT will normally reimburse half the cost of of their preferred type of fencing up to 1.8 metre colourbond or 1.8 metre timber palings (lapped & capped), Where an HOUSING ACT tenant requests a new fence or any repairs to an existing fence, the tenant should contact the call centre to arrange repairs or to have the TFM assess the condition of the fence. Where a private owner requests replacement the request should be made to the TFM who will carry out appropriate investigations and arrangements. The TFM has the authority to enter into fencing agreements with private owner up to the above standard. HOUSING ACT does not provide front fences as per ACTPLA regulations.	Damage caused by the tenant's family and friend's vehicles, pets, etc. is considered a tenant's responsibility. Non-standard fencing to be removed by tenant at end of tenancy and the area restored to its original condition.

BUILDING STRUCTURE

Note; HOUSING ACT Responsibility for all of the following is maintenance in a fully operable condition.

Balcony, porch, patio railings, steps, landings and ramps

The platform area is solid and supported, has a non-slip surface free of surface imperfections that may cause slips, trips or falls, with water draining away from the building structure and no ponding of water on the surface. Minor cracking is acceptable.

Applied surface finishes (ie. pavers, tiles, non-slip finishes) are in place across the whole of the surface. Railings are stable and of a design to prevent persons falling from the platform level or down stairs. Pipe railing ends are capped.

Steps are stable and free from excessive wear and damage, and provide a safe access for persons.

Balustrades provided where steps and landing are one metre above finished

ground level.

There is no rotted, corroded, damaged or missing components affecting the performance of the balcony/porch/patio/steps/landing/ramps structure.

Beams, bearers, joists, floor decking

Beams, bearers & joists are stable and supported at/on wall and pier supports.

Free from obvious deflection and the effects of wet/dry rot and termite damage.

All structural members remain rigid when normal loads are applied.

Termite and rodent barriers where installed are continuous and unbroken at bearer/joist level.

Adequate secure access to under-house areas.

Ceiling / roof space

Access door or hatch to space is in place and easy to open.

Paint finish to door and adjoining area has few visible wear areas. The largest proportion of the surface is free from marks or surface damage and is able to be cleaned to a fresh surface.

Lighting (if provided) works.

Area is to be free of material that would block access or add loads to the ceiling to cause noticeable deflection to the ceiling.

Area is free of vermin, nests or droppings.

Chimney

Chimneys are vertical with no signs of cracks or instability in masonry.

Mortar complete and well pointed.

Protruding string courses free of spalled or weathered material.

Chimney pots complete, securely fixed and effectively weatherproof chimney.

Roof flashing, back gutters and chimney tray effectively exclude water entry.

Flashing

Effectively installed to deflect water and ensure waterproofing between roof and vertical surfaces or between intersecting roof surfaces.

Free from cracks, holes or corrosion. Joins adequately lapped and sealed.Properly dressed to the profile of roof covering, pipe or other protrusion.

Mortar pointing into masonry is secure and waterproof.

Will not become dislodged in high winds.
Roof covering
Provides effective weather protection to the facility. Sheeting securely fixed with no loose edges or protruding screws. No evidence of rust or corrosion to metal sheet roofing or cracks and holes to fibro sheet roofing. No slipped or cracked tiles, shingles or slates. Ridges and barges to tile, slate and sheet roofs have continuous appropriate capping securely fixed/mortar pointed to ensure waterproofing. Metal roof sheeting to pitched roofs generally even in colour. Site applied paint finishes are continuous and generally even in colour.
Roof Structure
Free from obvious deflection. Does not cause water to pond on low slope roof. No signs of pitched roof spreading. No broken detached or missing members in trussed or pitched roofs. Gang nails, nailing plates or metal braces in trussed or pitched roofs free from visible rust. Fascia and barge boards are straight, firmly fixed and free of cracking, rot or corrosion.
Slab on ground construction
Surface should be generally level and smooth and suitable for floor covering. Cracks greater than 1 mm in width should be filled (epoxy injected). No signs of scouring at external edges of slab. Slab surface and dampcourse on external brick veneer must be above external finished ground level. Surface water cannot flow into the premises.
Stairs and hand rails
The Building Code of Australia (BCA) specifies that a continuous balustrade (hand rail) or other barrier must be provided along the side of any landing that is 1 metre or higher above the adjoining floor or natural ground level. Whole of stair components are solid in construction with no concrete decay,

rotting, splitting or damage that will affect the safe operation of the stair unit.

Stair treads are free of broken edges and slippery surfaces.

All jointing is firm and close fitting.

All hand railing is securely fixed.

Cracking and movement in concrete stairs is to be reported for professional investigation.

Tiling (wall and floor)

All tiled areas are complete, solidly adhered to the base layer and colour/patterning is intact.

There are no missing, loose, or drummy tiles. Cracked tiles are acceptable providing there is no safety or hygiene risk.

All joints are grout filled and grouting is clean.

Wall/floor and wall/wall intersections are sealed to prevent water entry.

Floor tiles in wet areas are laid with fall to allow spilt water to flow to collection drainage point.

Wall frame

Straight, plumb and solid.

No visible signs of rotting, corrosion or termite attack.

EAVES, GUTTERS, DOWNPIPES, WINDOWS, and EXTERNAL FINISHES

Eaves, Gutters, Downpipes, Spreaders, Sumps

Effectively collect and channel rainwater from roof to stormwater disposal system without leaks or damage or deterioration to the facility.

Metal surfaces have no obvious rust or corrosion.

Downpipes, spreaders and rainwater heads securely fixed.

Eaves gutter straight and securely fixed.

All gutters, rainwater heads and downpipes free of tree litter, mud and debris.

Painted finish to valley gutters and box gutters to be continuous and form an effective barrier to rusting.

Painted finish to exterior surfaces of eaves, gutters and downpipes has the greater proportion of the surface free from marks or surface damage and is able to be cleaned to a fresh surface.

Painted finish to timber fascias free from cracking or peeling paint.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT is responsible for cleaning and maintaining gutters and downpipes in two-storey (or more) flat complexes. Where clients are elderly or have a disability that prevents them from being able to clean the gutters, HOUSING ACT will consider cleaning the gutters and downpipes on a case by case basis. HOUSING ACT will clean and maintain gutters in OPAs. HOUSING ACT cleans gutters and downpipes in its flat complexes, OPAs and two storey dwellings on an as need basis. This program is managed by the TFM. Two-storey houses are not maintained under the gutter cleaning program. The tenant can request clearing by contacting the Maintenance Call Centre.	Gutters and downpipes in single storey houses are to be kept clean and free from leaves, bark and other materials by the tenant. Note; HOUSING ACT takes responsibility for clearing blocked stormwater drains but not blocked gutters and downpipes. Damage to gutters and downpipes (such as dents, collar breaks and bent gutters) by the tenant's negligence or wilful act are considered a tenant's responsibility. Eaves are to be kept clean and free of cobwebs.

Windows

Operate freely, no binding.

Mechanical operating mechanisms firmly fixed and hold sashes in all operating positions.

Locking or latching components firmly fixed and secure the windows.

All joined sections firmly glued and screwed, with all materials free from excessive wear, rot or corrosion that will affect the operation of the window. Glazing fixings and seals complete, no broken or cracked glass, protects the room space from weather.

Where painted - paint is fresh in appearance, with a seamless coating with few visible wear areas, and no cracking or peeling paint.

Mesh screening is free from holes and tears and securely held into framing. Framing straight and seals against the window.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in an operable condition. Any accidental glass breakage. Refer to Health, Safety and Security section. HOUSING ACT may run a window cleaning program to clean the external windows of most flat complexes and OPAs in accordance with any water-use restrictions that may be in force. This program is managed by the TFM. The TFM will give notice in writing to the Tenant	Damage to flywire, flyscreen frames and windows or broken glass due to the tenant's negligence or wilful act. Cleaning of windows internal and external, tracks and ledges. Cleaning windows inside and out on single storey dwellings Internal windows in flats

to advise when window cleaning will be carried out and details as to what the tenant is required to do prior to cleaning. Balcony windows that can easily be reached by the Tenant and ground floor windows are not cleaned by the TFM (with the exception of OPAs).	

Skylight

Is sealed to prevent penetration of rainwater.

No missing or broken ceiling diffuser or other parts.

For ventilated skylight, ventilation can be fixed in the open position and securely closed as necessary.

Painted or pre-finished surfaces are in a clean and fresh looking condition.

Painting (exterior)

The greater proportion of the surface is free from marks or surface damage with few visible wear areas, and the paint film is able to be cleaned to a fresh surface.

Washing down and patch painting of hard wearing and weather prone areas can be carried out to support the planned life of the overall paint system and maintain the integrity of the asset.

HOUSING ACT Responsibility	Tenant Responsibility
External painting is a programmed activity. Where a property is identified as requiring external painting by the tenant they can ring the maintenance call centre and their call will be put through to a TFM Planned Maintenance Officer. The Officer will then review what information they already have and inform the tenant of approximately when the external paint is due to take place. If no information is available the Officer will arrange either an assessment of the paint or a full condition audit of the property. Once approved, at the beginning of the planned maintenance program, tenants will receive one written notification from the TFM. The notice will advise that the property has been included on a paint program, an approximate time frame and what the tenants rights and responsibilities are during the works. The tenant will then be contacted by a contractor regarding specifications and to make a specific appointment. External painting includes; · External cladding (if previously painted)	No external painting is to be carried out by the tenant without express permission from HOUSING ACT. Tenants can apply to paint their property externally through the "Tenant modifications to a Housing ACT property" process. Tenants are responsible for clearing shrubbery and other growth away from the external walls to allow access for painting. Tenants will be given a choice of colours from HOUSING ACT's standard selection.

· All woodwork (including hand rails for stairs), outside of front & back door jambs · Guttering, downpipes, fascia, eaves & metal roofs	

Cladding (exterior)

All cladding materials are firmly fixed/secured in the as-built position.

The cladding provides an effective weather barrier.

There are no broken, cracked, decayed, rotted or significantly corroded materials.

Lintels carry the material they support without deflection, are adequately anchored/supported with no visible signs of rust.

There is no dampness resulting from water barrier failure, damp course failure or rising damp, and all weather protecting components are intact and there is no visible evidence of failure.

All ventilators are adequate, whole, allow for free airflow and are firmly fixed in position.

There are no materials/fixings that protrude to the extent that they become a safety hazard.

HOUSING ACT Responsibility	Tenant Responsibility
Structural failure is reported for further qualified investigation.	Building surfaces are to be generally free of cob-webs.

WALLS and CEILINGS

Painting

The greater proportion of the surface is free from marks or surface damage with few visible wear areas and the paint film is able to be cleaned to a fresh surface.

Washing down and patch painting of hard wearing and weather prone areas can be carried out to support the planned life of the overall paint system and maintain the integrity of the asset.

HOUSING ACT Responsibility	Tenant Responsibility
Housing ACT properties are normally internally painted throughout as programmed maintenance. A tenant can enquire about a full internal paint by ringing the maintenance call centre. Their call will be put through to a TFM Planned Maintenance Officer. The Officer will then review what information they already have and inform the tenant of approximately when the internal paint is due to take place. If no information is available the officer will arrange either an assessment of the paint or a full condition audit	Any painting undertaken by the tenant is to accord with HOUSING ACT's standard colours. The tenant will be responsible for the cost of restoring surfaces poorly painted by the tenant. Where painting that has been undertaken by the tenant is deemed by the TFM to be of good quality and the colours are deemd inoffensive then

of the property. Where a property is identified by the TFM as requiring a full internal paint, the TFM will advise HOUSING ACT of its inclusion on the paint program. Once approved, at the beginning of the planned maintenance program, tenants will receive one written notification from the TFM. The notice will advise that the property has been included on a paint program, an approximate time frame and what the tenants rights and responsibilities are during the works. Requests for single walls/rooms should be Called through to the call centre by the tenant. Tenants will be given a choice of colours from HOUSING ACT's standard selection.	consideration will be given to leave the paint as is and not charge TRM to restore to standard colours. A large number of picture hooks, transfers/stickers or non-standard items that require removal, and damage is caused by their removal, is considered a tenant responsibility.

Mould

HOUSING ACT Responsibility	Tenant Responsibility
Upon receipt of advice regarding excessive mould, Housing ACT will provide a copy of the Housing ACT Fact Sheet "Condensation and Mould". Housing ACT will then contact the TFM to arrange for the property to be inspected by a Spotless Works Supervisor to determine the likely cause of the mould. If deemed a HOUSING ACT responsibility the mould will be treated, in line with CSIRO recommendations, by: Washing walls and ceiling heavily infested with mould with water to remove as much of the mould as possible; Washing all affected surfaces with a solution of one part of a household bleach containing sodium hypochlorite to three parts clean water; Painting the affected rooms using an anti mould paint or paint with an anti mould additive;	Tenants are responsible for the prevention and removal of mould from walls and other surfaces of the property unless this is directly attributable to water entry through the building structure. If deemed through a TFM inspection that the cause of the mould is a tenant responsibility (ie. not adequately ventilating property when using dryer, showering etc) the tenant will be given 14 days to rectify the property prior to reinspection by the Supervisor; Once the tenant has completed any necessary works the Supervisor will arrange any repairs to be made to prevent future moisture ingress.

Dry cleaning or replacing mould affected carpet after consultation between Housing ACT and the Total Facilities Manager.

Walls and ceilings

Surface is clean, free from holes and able to be maintained as a clean surface.

Free from visually significant sagging or bulging.

Free from visually significant discolouration due to mould or water damage.

Jointing and intersecting surfaces sealed.

Cornices, mouldings and architraves securely fixed and scaled to adjoining surfaces.

Solid plaster walls are not drummy.

The greater proportion of the surface is free from marks or surface damage with few visible wear areas and the paint film is able to be cleaned to a fresh surface.

HOUSING ACT Responsibility	Tenant Responsibility
Lead Based Paint HOUSING ACT is primarily responsible to take all practical steps to ensure the health and safety of tenants. HOUSING ACT will consider all properties first painted prior to 1975 as containing lead pigmented paints, unless testing proves otherwise. All properties, built before 1975, are subject to a lead-based paint testing prior to being repainted. Where the property has not already been tested, testing will be carried out by the TFM. On repainting properties that are identified as lead positive the TFM will ensure works are carried out as per Australian Standards. Where a Housing Manager identifies a property in which the paintwork is in poor condition and it is suspected of containing lead pigmented paints, the property must be referred to the Contract Management Teamfor refferal to the TFM. Properties identified as containing lead pigmented paint will be managed in accordance with Australian Standards. **Note; Contractors carrying out this work will be accredited and certified in the field.**	Non-fair wear and tear. Ceilings and walls are to be kept clean and free of mould (unless caused by water damage) dirt, cobwebs and grease. Holes, cracks, gouges and scratches in the wall or ceiling surface are considered a tenant responsibility. The TFM will not raise work orders to repair these damages at tenanted properties unless there is a health and safety issue ie. Exposed wires. Some properties are an exception where the client is in a wheel chair and repairs to tenant damaged walls and ceilings in these properties may be requested and carried out with approval from Housing ACT. Removal of posters, panelling, and wallpaper installed by the tenant and restoration of the original surface is a tenant responsibility when vacating the property.

FLOOR FINISHES

Floor coverings

Vinyl type floor coverings are free from wear and tear that affects amenity and hygiene.

Carpet is not thread bare, holed, stretched, rotted or subject to separation of backing material.

No lifting edges, tears or open joints.

Is clean and free of significant stains, smell and able to be maintained in a hygienic state.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable condition. HOUSING ACT provides floor coverings to properties including carpets, vinyl and/or ceramic tiles. Floor coverings are provided under programmed works. **Floor Coverings** A tenant can enquire about replacement floor coverings to their property by ringing the maintenance call centre. Their call will be put through to a TFM Planned Maintenance Officer. The Officer will then review what information they already have and inform the tenant of approximately when the carpet replacement is due to take place. If no information available the officer will arrange either an assessment of the carpet or a full condition audit of the property. If the Housing Manager identifies an urgent health/safety issue with a single room, They should immediately contact the Maintenance Call Centre to report it. **Ceramic and Vinyl Tiles** HOUSING ACT will provide appropriate tiling in properties. Ceramic tiles will normally be provided in wet areas (laundry, bathroom and toilet) and high wear areas (ie inside front entry). Vinyl tiles will normally be provided to the kitchen, dining room, entry and hallway. Where vinyl tiling in tenanted properties requires minor repair vinyl will be used to patch the damaged area. HOUSING ACT does not sand, polish, varnish or seal timber floors.	Carpets are to be kept clean and free of stains. Staining and water or fluid damage is considered a tenant responsibility. Floors are to be kept swept and clean. Gouges, tears, chips, heavy indentation, scratches or damage to timber floors or vinyl floor coverings are considered a tenant responsibility. All nails, staples, fastenings and additional floor coverings are to be removed by tenant at the end of the tenancy and surfaces repaired as necessary. The life of the floor covering is taken into account when assessing non-fair wear and tear. Tenants are responsible for non-fair wear and tear repairs to carpet, vinyl and ceramic tiles. Repairs for damage caused directly or indirectly by the tenant are to be arranged by the tenant at their own cost.On vacating, a tenant may be charged a proportional amount for damage to carpet and/or removal of carpet.

Damage to timber floors caused by termites, borers and wet/dry rot is an HOUSING ACT responsibility.	Tenants may not remove existing floor coverings to reveal a timber floor. Tenants who wish to keep an existing timber floor must arrange for the sanding and polishing maintenance at their own cost (HOUSING ACT does not sand, polish, varnish or seal timber floors). Tenants must apply in writing to their Housing Manager for approval to maintain or restore polished timber floors. Approval is rarely given.

DOORS

Doors

Operate freely without binding or scraping.

Doors are to be in good condition including door hardware.

The doors are to open and shut or slide correctly.

Hinges firmly fixed. Latch or lock securely fixed.

Free from holes or visually significant indentation.

All external doors protect the interior from the weather.

Glazing fixings complete no broken or cracked glass. Joinery sections firm, no loose or unglued components, excessive warping, significant delamination or weathering.

The greater proportion of the paint film has full coverage, is free from marks or surface damage with few visible wear areas and the paint film is able to be cleaned to a fresh surface.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable condition. Doors that do not open, shut or slide correctly will be eased and adjusted. Door furniture will be maintained by HOUSING ACT. Where a tenant has locked themselves out of their property they may contact the Maintenance Call Centre and request the TFM send a locksmith. This will be charged to the tenants Sundry Account as Tenant Responsible	Repair or replacement of locks, doors or flywire damaged by the tenant either accidentally or wilfully or by a negligent act will be charged as Tenant Responsible Maintenance. This includes scratches, gouges, cracks, and holes. Replacement and/or cost of repairs as a result of vandalism or theft will initially be charged as a tenant responsible

Maintenance. Alternatively a tenant can arrange a locksmith to attend themselves.	maintenance cost. On provision of a Police Incident Number and appropriate Statutory Declaration (which provides details of when and how the incident occurred), costs may be removed from the tenants account. If a tenant requires additional keys a key cutting service is provided by locksmiths located in Belconnen and Woden. Tenants are required to attend the locksmith shop and pay associated costs at that time. Tenants can also have lost or stolen keys replaced by attending the nominated locksmiths. Alternatively they can contact the Maintenance Call Centre who will arrange access and replacement keys. Associated charges for this service will be put against the tenants Sundry Account.

Security and insect door screens

Operate freely, no binding. All joint sections firm. No rot or corrosion affecting operation or amenity.

All fixings and hinging firm. Locking or latching secure and operational.

Mesh screening free from holes and tears and securely held into framing.

The greater proportion of the surface has full coverage, is free from marks or surface damage with few visible wear areas and the paint film is able to be cleaned to a fresh surface.

HOUSING ACT does not provide “security” screen doors as defined by the Australian Standards (AS5039, AS5040 and AS5041 define security screens as crimsafe mesh or similar). However they are what is accepted by the general public as a security screen door being of sturdy aluminium diamond grille construction and flywire.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT properties are provided with two screen doors, one to the front and one to the rear of the property. Where there are more than two doors to the rear or front of the property the tenant may choose the location (eg. laundry door). The tenant may not choose to have two screen doors fitted to the rear or front of the property.	The tenant is responsible for all damage caused by non-fair wear and tear (ie holes, tears, bent frames). This also includes damage caused by pets. Note; Screen repairs are to be performed in accordance with

In exceptional circumstances HOUSING ACT will provide an additional screen door. A tenant is required to provide proof, of a safety issue or medical need, in writing, at which time HOUSING ACT will assess the case on its merits. Evidence will usually be in the form of a referral from the Domestic Violence Crisis Service, Australian Federal Police etc. Ground floor flats that have front and back doors will be provided with two security screen doors, while flats on the first floor and above will have one security screen fitted to the front of the property except where fire egress may be hampered. Where an existing standard flyscreen door (that was part of the house when purchased or built) has reached the end of its economic viability due to fair wear and tear, it will be replaced with a diamond grille screen door.	trade best practice using the correct materials – cheap substitutes (such as shade cloth) and/or incorrect fitting will be unacceptable.
Sliding Security (Diamond Grille) Screen Doors	
HOUSING ACT does not provide sliding security (diamond grille) screen doors to its properties except where a safety or medical need has been clearly established and documentation has been provided.	
HOUSING ACT Responsibility	**Tenant Responsibility**
If an existing standard sliding flyscreen door (part of the house when purchased or built) has reached the end of its economic life due to NFWT it may be replaced with a sliding security screen door. In exceptional circumstances HOUSING ACT will provide an additional screen door or security screens. A tenant is required to provide proof, of a safety issue or medical need, in writing, at which time HOUSING ACT will assess the case on its merits. Proof will usually be in the form of a referral from the Domestic Violence Crisis Service (DVCS), Australian Federal Police etc. The Contract Management Team is the approving body for these referrals. Referrals from DHOUSING ACT to DVCS should not be made on the grounds of increasing property security. DVCS will assess a clients situation and make reccomendations for increased security based on their knowledge of a clients situation.	Note; Screen repairs are to be performed in accordance with trade best practice using the correct materials – cheap substitutes (such as shade cloth) and/or incorrect fitting will be unacceptable.
Keys/Locks	

HOUSING ACT will ensure all locks are in working order on allocation of the property and throughout the life of the tenancy.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT issues each tenant with a set of keys on allocation of a property. The Allocations Officer and the Housing Manager will ensure the following are provided for each new tenancy: · 2 entry door keys · 2 security screen door keys for each security screen door · 2 letterbox keys (where applicable) · 2 garage door keys (where applicable) Tenant installed key operated window locks are to be treated as a non standard item if keys are provided on vacancy. Where no keys provided the locks are disabled on vacancy. Locks on vacant properties are changed from tenancy cores to building construction cores to allow maintenance work to be carried out. When the property is returned from the TFM, ready for allocation, the locks are changed back to tenancy cores. The original locks are not re-fitted to the property.	Additional or replacement keys to all locks including security doors, letter box and garage are a tenant responsibility. If a tenant requires additional keys, a key cutting service is provided by the nominated locksmiths. Tenants are required to attend the locksmith shop and pay associated costs at that time. Tenants can also have lost or stolen keys replaced by contacting the maintenance call centre to find out who the current authorised locksmiths are. Alternatively the Maintenance Call Centre who will arrange access and replacement keys. Associated charges for this service will be put against the tenants Sundry Account. The number and type of keys provided will be recorded on the Property Condition Report and signed for by the incoming tenant. **Housing ACT does not retain keys to tenanted properties.**

Flyscreens

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT fits standard flyscreens to all opening windows. All flywire mesh and frames will be provided in good order and condition on allocation or post-allocation of the property. HOUSING ACT will replace flywire mesh where fair wear and tear is determined. The TFM is responsible for determining whether repair/replacement is required due to fair wear and tear or should be charged as Tenant Responsible Maintenance.	The tenant is responsible for the repair of damaged flyscreens and the replacement of missing flyscreens. Note; Screen repairs are to be performed in accordance with trade best practice using the correct materials – cheap substitutes incorrectly fitted will be unacceptable. HOUSING ACT does not fit security screens to windows.

STORAGE

Storage cupboards and built-in wardrobes

Components in a solid state, vermin proof, and able to be cleaned and maintained in a hygienic condition.

Exterior surfaces able to be maintained in a clean condition. Some wear and tear is acceptable.

Doors are solid, free from significant delamination and have surfaces that can be cleaned and maintained in a hygienic state.

Door operating mechanisms firmly secured and allow the doors to operate smoothly without jamming or binding and provide satisfactory seating of the door in its closed position.

Handles, locks and catches allow satisfactory use and secure the doors in the closed position.Drawers are sound in construction, slide smoothly without jamming or binding, and seal into their correct position when closed.

Drawer runners have no wear that hinders drawer from opening or holding drawer level when open.

Drawers are clean, with the fronts in a solid condition free from significant delamination. Able to be maintained in a clean condition.

Where cupboards are painted - paint is fresh in appearance, with a seamless coating with few visible wear areas, and no cracking or peeling paint.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable condition.	The tenant is responsible for repairs and maintenance due to damage caused by the tenant's wilful or negligent act.

KITCHEN

Cupboards, drawers, bench tops

Cupboard carcass components in solid state, vermin proof, able to be cleaned and maintained in a hygienic condition.

Cupboard doors are solid, free from significant delamination and have surfaces that can be cleaned and maintained in a hygienic state.

Cupboard door operating mechanisms firmly secured and allow the doors to operate smoothly without jamming or binding and provide satisfactory seating of the door in its closed position.

Handles/locks/catches allow satisfactory use and secure the doors in the closed position.

Drawers are sound in construction, slide smoothly without jamming or binding,

and seal into their correct position when closed. Drawer runners have no wear that hinders drawer from opening or holding drawer level when open.

Drawers are clean, with the fronts in a solid condition free from significant delamination. Able to be maintained in a hygienic state similar to the matching cupboard doors.

Where cupboards are painted - paint is fresh in appearance. With a seamless coating with few visible wear areas, and no cracking or peeling paint.

Cupboard bench tops are to be of an impermeable material, scaled to walls and sink unit, and free from significant delamination, holes and open joints that may create an unhygienic food preparation surface.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable condition.	Appliances, exhaust fan, cupboards, bench tops and shelving are to be kept clean from dirt, grease and fat. Cuts, burns, gouges, dents and marks are considered a tenant responsibility. Replacement of missing/damaged components may be charged as Tenant Responsible Maintenance.

Stove, grill, oven

All heating elements/burners when operated reach graduated required operational levels and thermostats cut in and out.

All switching and controls are intact and operate effectively with minimum effort.

All elements/burners are firmly seated in the appliance and no supports or spill trays are missing or corroded.

Anti-tilt bracket to be installed on all new installations and on existing stoves in vacant properties.

Oven and grill door hinges and handles are firmly fixed and doors operate with case.

Ovens should be free of rust.

Oven door seals when closed. Seal material is intact and firmly fixed.

All sliding grill components and oven shelving are in place and operate with ease.

No parts are corroded or broken and the whole of the fitments are clean or able to be cleaned to a hygienic state.

Energy supply to all components in good serviceable condition.

Surface finish of all cooking fitments both internally and externally are free of excessive wear, are in a presentable state and add to the amenity of the kitchen.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT provides and maintains stoves in all properties. Stoves are only replaced when they are considered to be no longer serviceable. The TFM will service and repair electric or gas stoves where a problem is identified following a request by the tenant via the Maintenance Call Centre. All repairs and replacements will be carried out by the TFM's licensed electrical contractor. HOUSING ACT has a standard electric stove size of 540mm. If a 540mm wide electric stove will be too small for the space, consideration willl be given to install a wider stove or to build around the stove to reduce the gap between the stove and the bench space. Some HOUSING ACT properties have gas stoves installed. These stoves will be maintained and/or replaced with similar gas appliances by HOUSING ACT when required. Some OPA's have a side by side oven/stove which is to be replaced like for like. Where a special stove is required due to a disability a referral from a medical specialist needs to be provided to the HOUSING ACT Disabled Modifications Officer for consideration. HOUSING ACT will not convert existing electric stoves to gas. Where an electric stove requires replacement, provision of a gas stove will only be considered if the house is already connected to gas Should a tenant report a gas leak, the tenant must be advised to immediately turn off the gas at the meter AND at the appliance if it is fitted with a tap. The Maintenance Call Centre staff have a step by step guide to assist tenants over the phone in turning the gas off. A contractor will be engaged to investigate any reported gas leaks urgently. All repairs/replacements will be carried out by the TFM's licensed gas fitting contractor. HOUSING ACT will not convert gas stoves to electric except in exceptional circumstances. HOUSING ACT is responsible for gas lines and appliances on the "house" side of the meter. (Gas lines on the street side of the meter are the	In the event of a gas leak the tenant will immediately turn off the gas at the meter and at the appliance, if it is fitted with a gas tap. The tenant can ring the Maintenance Call Centre for assistance in turning off the gas if required. Associated items; Gas meters are the property and responsibility of ACTEW/AGL to repair and maintain. Tenants should contact ACTEW/AGL on 131909 for maintenance and/or repairs.

responsibility of ActewAGL)	

Exhaust fan/ceiling vent

Securely fixed into position. No broken or missing components.

Connected to power with separate switching. Switching operates positively with no cracked or broken components.

In a clean condition and able to be kept clean and hygienic.

Vermin and fly control mesh/louvre grill in unbroken and sealed condition on exhaust fans.

Where exhausted to the outside, ducting is clean and either self-closing or sealed to prevent entry of flies and insects.

HOUSING ACT Responsibility	Tenant Responsibility
Where the amenity in a bathroom/laundry/kitchen is improved, exhaust fans will be installed at that time. Exhaust fans are only installed in a toilet if there is no window or other ventilation available. Ceiling exhaust fans are fitted with a flue through the ceiling to outside air space where possible. Exhaust fans in flats or duplexes are more difficult to install and often require to be flued through a wall or window. All electrical repairs/installations are carried out by the TFM's licensed electrical contractor.	Exhaust fans are to be kept clean from dirt, grease and fat.

Sink

Sink is in an undamaged condition, free from corrosion, and able to be kept clean and hygienic.

Sink when polished with domestic cleanser will present a clean finish.

Sink is sealed at edges to prevent water entering cupboards.

Sink trap and strainer are sealed and able to be maintained in a clean condition.

Dishwasher (where existing; not a standard item)

Controls intact and operating through all cycles.

Pump and motor provide adequate pressure and there are no unusual sounds coming from the pump or motor. Spray jets are clear and allow adequate flow of pressurised cleansing water.

Door operates with ease and seals against the loss of washing water during washing cycle. All baskets and shelving intact and operable.

No visible corroded components, perished hoses or loose or leaking joints in delivery or discharge piping. Wastewater connected to drainage system.

Hot and cold-water controls in accessible position and in condition as for kitchen sink taps.

Where dishwashers are found installed in a vacant property and are in good condition, the dishwasher is to be left for the next tenants use. The new tenant will sign an agreement stating that HOUSING ACT will not maintain the dishwasher. If the item fails the tenant can call the Maintenance Call Centre to have the dishwasher removed only or they can arrange and pay for their own repairs to the dishwasher. The TFM will not repair dishwashers in standard tenancy properties.

BATHROOM

Bathroom cabinet

Cabinet is free from corrosion or rot, has shelving and is able to be maintained in a clean and hygienic condition.

Catches hold in the closed position, hinges allow correct swing, tracks are clean and clear, doors generally have a smooth operation and satisfactorily seat in the closed position.

Mirrors are unbroken, free of cracks and sharp edges, secure in position and have the greater part of the mirror surface available (minor break-down of the mirror surface is acceptable).

Hand basin, bath, shower

Finish coating is seamless, free from excessive scratching, chipping or worn areas, and is able to be cleaned and maintained in hygienic condition. Minor scratching and chipping are acceptable.

The unit is fixed firmly into position.

Where required to be sealed at wall/floor or other vertical or horizontal intersections, the seal prevents water leakage or splashes from entering the intersection.

The plug waste seals into the bath or basin, and is able to be cleaned to a hygienic condition. The plug seals into the waste.

Traps and tails convey the waste from the bath or basin, seal into the main drainage system, and there is no evidence of leakage.

Soap and toothbrush holders are firmly installed, clean and undamaged.

Any handles or rails are firmly installed, appropriate to the intended use, and able to be cleaned to a hygienic condition.

Disabled facilities meet Australian Standards and building code requirements.

Shower

Water drains to a waste outlet point within the shower area and there is no ponding within the shower enclosure or leaks from the shower.

Hobs are impervious to water.

Shower roses and associated fittings operate to their designed capacity, with no leaking joints, and have no less than 75% of the applied finish intact.

Shower screen is firmly fixed and clean. Frames have the greater proportion of the applied finish intact with only minor imperfections not resulting in a safety or hygiene risk. Where doors are fitted, they operate with ease and close to form an effective seal to contain shower water splashed within the shower.

Shower glass is safety or wired glass free of cracking.

Shower curtain rail is firmly fixed in position, straight in section length and able to support a curtain for its entire length.

Towel rails

Firmly fixed to attached surfaces, in a straight condition free of corrosion or surface deterioration and are clean and hygienic.

Vanity Unit

Unit is firmly supported and fixed into position.

Unit carcass components are in a solid state, vermin proof, and able to be maintained in a hygienic state.

Where replaced, unit to be on legs and tiled underneath with floor waste through wall cavity where possible.

Unit top is water impermeable, free from significant delamination, holes, and open joints that provide an unhygienic surface. The splash back seals to the unit top, preventing water entering down the back of the unit.

Unit doors and drawers are solid, operate smoothly without jamming or binding, and seat properly when closed. They are free from significant delamination and have surfaces that can be cleaned and maintained in a hygienic state. The drawer runners have no wear to hinder operation.

Hinges, handles, locks and catches allow satisfactory use and secure in the closed position.

Basin and tap/tapset are water proof sealed to the top of the unit.

HOUSING ACT Responsibility	Tenant Responsibility
All of the above. Maintenance of fittings in a fully operable condition.	Keeping the bathroom and its fittings in a clean, mould-free condition.

	Replacement of fittings damaged by the tenant either accidentally, wilfully or by a negligent act.

Bath Resurfacing	
Where necessary to prolong the life of the bath tub, HOUSING ACT will re-surface existing bath-tubs that are stained, scratched or chipped.	
HOUSING ACT Responsibility	**Tenant Responsibility**
The following should be considered prior to requesting bath resurfacing; · Age and condition of the bathtub · General condition of the bathroom · Likelihood of future major improvement to bathroom · Life expectancy and future use of the property	All non fair wear and tear chips, gouges and scratches unless caused by falling tiles, fittings. The Housing Manager should refer to the **Property Condition Report** to determine the condition of the bathtub at the commencement of the tenancy.

LAUNDRY

Laundry Tub

Surface finish to trough and cabinet intact.

Cabinet securely fixed in place.

Hinges and cabinet door catch operate properly.

Tub trap is sealed against leaks and can be maintained in a clean condition.

Water drains away quickly through the outlet.

Washing machine by-pass, where fitted, has sealed connections free from leakage.

Dryer

Dryer's are usually only provided to properties such as flats/units that do not have clotheslines or other clothes drying facilities.

In most free-standing properties a dryer is a non-standard item. Where dryers are found installed in a vacant property and are in good condition, the dryer is to be left for the next tenants use. The new tenant will sign an agreement stating that HOUSING ACT will not maintain the dryer. If the dryer fails the tenant can call the Maintenance Call Centre to have the dryer removed or they can arrange and pay for their own repairs to the dryer. The TFM will not repair dryers in standard tenancy properties.

All mechanical and electrical parts are in good condition, no excessive wear to

parts.

Operates effectively on all settings and the timer works.

Surface finish is intact.

Hinges and catch to dryer door open and close properly.

Safety interlinks stop appliance when the door opens.

Cabinet securely fixed in place.

Washing Machine

Washing Machines are generally only provided at flat/unit complexes where the individual units do not have an area for a washing machine.

All mechanical and electrical parts are in good condition, no excessive wear to parts.

Operates effectively on all settings, timer works, wash cycle works, spinning cycle cuts in and out.

Surface finish is intact and capable of being cleaned. Lids, hinges and catches open and close properly.

HOUSING ACT Responsibility	Tenant Responsibility
All of the above. Maintenance of fittings in a fully operable condition.	Keeping the laundry and its fittings in a clean condition.

TOILET

Toilet

Cistern is securely attached to the wall, operates without excessive or prolonged noise, and does not leak onto floor or into pan.

The flush pipe is properly fitted with the boot seal free from signs of perishing.

Cistern button operates with ease and returns to original position when released. Cistern valve cuts off when released.

The dual flush facility, where fitted, operates properly.

The water supply in the flush is adequate and matches the capacity of the toilet pan.

The cistern tap is in a sound and operable condition.

The toilet pan is level and securely attached to the floor. The floor seal is in sound condition and is not leaking.

The toilet seat is securely attached, is in a sound condition, and has a smooth surface able to be maintained as a clean surface.

The toilet pan surface is smooth; free from cracks, scratches or holes; and is able

to be maintained as a clean surface. Minor water staining is acceptable within the pan.

Toilet roll holder securely attached to wall, free of corrosion or surface deterioration, holds toilet roll securely, and roll can be readily changed .

Floor and skirting tiles in sound condition.

Privacy latch, where fitted, is in a secure and freely operating condition with no damaged, missing or excessively worn components.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable condition. Existing HOUSING ACT properties will be updated with dual flush cisterns when replacement of the old cistern is considered necessary as specified in the current contract. Toilet specifications are amended from time to time. Dual flush toilet suites shall be installed in all new and refurbished properties. As part of the ACT Government's continuing water conservation initiative, water efficient dual flush toilet cisterns with matching water closet pans are required for all new installations. HOUSING ACT is responsible for clearing sewer blockages where tree roots have caused the blockage or where age has caused the drains to collapse due to corrosion or fair wear and tear. HOUSING ACT is also responsible for costs incurred in cleaning up sewer spillage inside and outside the property. This includes cleaning/drying/replacement of carpets, etc. The TFM will carry out this work. Where a sewerage problem is identified as an ACTEWAGL issue by the TFM they are to contact ACTEW and work with them to resolve the issue.	Keeping the toilet and its fittings in a clean condition. Replacement of fittings damaged by the tenant either accidentally, wilfully or by a negligent act. Blocked toilets are generally considered fair wear and tear. If a blockage is found to be caused by an item or object (ie disposable nappy, sanitary napkin, toys, etc) that has been deposited in the system by the tenant, the repair charges may be applied to the tenant's account. The TFM needs to ensure that there are no other reasons (such as tree roots) for the blockage before charging Tenant Responsible Maintenance.

ELECTRICAL

Electrical wiring, earth leakage system, electrical circuit breakers

Electrical wiring complies with current electrical codes.

Aerial mains 1.5 metres clear of trees and other obstructions.

Point of attachment is secure.

Underground mains not visible above ground surface and above ground cable portions are protected and secured.

All electrical surface wiring is securely fixed in position and protected up to 1400 mm in height from mechanical damage .

Where earth leakage protection is installed on the switchboard, it can be tripped by pressing the test button and resetting the circuit breaker.

Where installed internally within a powerpoint, earth leakage can be check tested and reset.

Visual check of switchboard reveals no obvious broken or missing components, ie. fuses, covers and broken panels. Blown fuses or tripped circuit breakers may indicate wiring faults requiring investigation by a qualified person.

Where installed, main earth stake and bonding earth are locatable with no disconnected or loose connections.

Lights, power points

Light fittings securely fixed and free from corrosion and heat effects that would hinder safe operation.

Switching operates positively when operated, firmly secured, no cracked or broken components.

Power points firmly secured, no burn marks at plug connection, switching operates positively, no cracked or broken parts.

Where a tenant's incapacity makes operation of switches difficult large rocker switches should be fitted to power points and light points.

Meter box

Housing should be waterproof.

Paint finish to door and adjoining area has few visible wear areas, and is able to be cleaned to a fresh surface. Ninety percent of the surface is free from marks or surface damage.

Door should be able to swing and hold clear for access to the meters and for maintenance.

HOUSING ACT Responsibility	Tenant Responsibility
All of the above. Maintenance of fittings in a fully operable condition.	The tenant is responsible for repairs and maintenance due to neglect, accident or mistreatment of an item. Replacement of broken and blown globes or fluorescent tubes.

Tenant Installed Electrical Appliances and Items

Tenants who wish to install (hard wire) additional power points, electrical items or appliances eg ceiling fans, air conditioners, power to sheds/garages, heaters etc.,

must apply in writing to HOUSING ACT for permission. Tenants can apply for permission through the “Tenant modifications to a Housing ACT property” process. The request must be accompanied by a full description of:
· type and brand of appliance
· where the appliance is to be installed
· who is to install the appliance
· any necessary approvals from relevant government agencies

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT do not provide maintenance for electrical appliances/items supplied by the tenant. If HOUSING ACT considers an electrical item/appliance installed by a tenant to be unsafe or appropriate approvals are not sighted, the tenant will be required to remove the appliance/item or render the appliance/item safe and provide a certificate from a licensed electrical contractor. If this work is not carried out HOUSING ACT will pursue the matter under the appropriate clause of the Residential Tenancies Act 1997.	Electrical repairs & installations are to be carried out by a licensed electrical contractor. On vacation, where electrical appliances/items installed by tenants are removed, the area must be restored to its original condition. Housing ACT does not purchase electrical appliances/items from tenants.

HEATING

Heating

No missing, excessively worn or broken components that may affect safety and heater is in a securely held position.

Controls positive in operation and activate the heater in all modes.

Elements operate and reflectors are functional, seals intact with no visible signs of heat leakage.

Flue and connecting points securely fixed and sealed, flue continuous and free from holes or rust, and the flue above roofline is fitted with a cowl and sealed flashings.

Energy main control at heater is intact and working; the visible portion of service line is undamaged.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable condition. HOUSING ACT provides and maintains heating appliances in all properties. The majority of properties are provided with electric or gas heating. Additional heating is generally not supplied. However, tenants may apply for additional heating to such areas as hallways. The	Cleaning and maintenance of heaters, chimney flues, fans, and air conditioners installed by the tenant. Filter cleaning in reverse cycle air conditioners. Replacement of remote controls for reverse cycle air conditioners if lost or damaged.

application must include supporting documentation ie medical reports, etc. The request will be considered by Housing ACT.

When an electric heater is identified by the TFM as being no longer serviceable the tenant MAY be given the option of converting to gas if gas is connected to the house.

All repairs/replacements will be carried out by the TFM's licensed electrical or gas plumbing contractor.

Housing ACT does not normally convert electric heaters to gas. Tenants wishing to apply for a heater conversion on medical grounds are to put their request in writing and provide supporting documentation from a Medical Practitioner.

Gas appliances require regular servicing on a maintenance program managed by the TFM.

HOUSING ACT is responsible for gas lines and appliances on the "house" side of the meter.

ACTEWAGL is responsible for the meter and gas lines from the street to the meter.

HEATER SIZING:

Bedrooms	Electric	Gas
Bedsitter	1 x 2.4/3.6 kW	1 x 26.4 mJ
1	1 x 2.4/3.6 kW	1 x 26.4 mJ
2 Bedroom Flat	1 x 2.4/3.6 kW	1 x 26.4 mJ
2 Bedroom Class 1	1 x 3.6 kW	1 x 26.4 mJ
3	1 x 3.6 kW	1 x 26.4 mJ
4 +	1 x 4.75 kW	1 x 37 or 40 mJ

Tenants can install additional heating at their own expense, subject to approval from HOUSING ACT and other relevant government bodies if required. Tenants can apply for permission through the "Tenant modifications to a Housing ACT property" process.

In the event of a gas leak the tenant must be advised to immediately turn off the gas at the meter and at the appliance, if it is fitted with a gas tap. The Maintenance Call Centre

Gas meters are the property and responsibility of ACTEW/AGL to repair and maintain. Tenants should contact ACTEW/AGL for maintenance and/or repairs to gas meters.

Wood Heating

HOUSING ACT does not install slow combustion heaters or open fires, with the exception of the replacement of existing wood heaters in some rural properties.

HOUSING ACT Responsibility	Tenant Responsibility

If existing slow combustion or open fires (which were part of the property on allocation) can no longer be maintained HOUSING ACT will replace them with an alternative form of heating. HOUSING ACT will replace old open fire heating and oil heaters with gas (if connected to the house) or electric heating. HOUSING ACT does not repair/maintain slow combustion heaters or open fires or clean chimney flues where these have been installed by tenants. This is a tenant responsibility. HOUSING ACT will not purchase slow combustion heaters left by vacating tenants.	Tenants can apply in writing to HOUSING ACT to install slow combustion heating. The request must be accompanied by details of the style of heater and the intended position. Tenants can apply for permission through the "Tenant modifications to a Housing ACT property" process. If permission is granted tenants must meet all HOUSING ACT requirements, ACT Building Control regulations and all relevant requirements. The tenant must leave the HOUSING ACT supplied heater in place. If the tenant disposes of the heater they will be charged the cost of replacing and reconnecting the new heater.

Ceiling / wall insulation

Provides for close fitting coverage between blankets, blanket/timber, and blanket/sheeting members. Where granulated loose insulation is used it is evenly laid to a consistent depth. Insulation covers the entire area with no uncovered or unfilled portions. Insulated area is free from all pest and insect infestation.

HOUSING ACT will provide 4.0R ceiling batts to all properties as part of a rolling program as per the Housing ACT Climate Change Strategy 2007/08 to 2016/17. Tenants can contact the Maintenance Call Centre to enquire about having ceiling insulation installed.

Wall insulation is only provided in some properties and is geberally only large properties (4BR or more). There are specific requirements for a property to be eligible. Tenants can contact the Maintenance Call Centre to enquire.

Gas service

There are no leaks in pipe work around regulators and control valves (where doubt exists professional advice is to be sought).

Gas meter is firmly held in position and accessible.

Control valves rotate to totally open & shut.

Regulator boxes are secured intact and provide protection to the regulator.

All exposed pipe work is securely fixed to adjacent structures.

WATER SUPPLY

Taps

Chrome or other finish to taps and spout predominantly intact. Minor surface imperfections not affecting hygiene are acceptable.

Spindles to jumper valves will rotate at least 360 degrees with moderate effort.

Appropriate fittings have been installed where required by disabled tenants. (quarter turn ceramic valves).

No leaks from spout, around spindles or from plumbing to taps and spout.

Hot and cold indicators are clear. Aerator intact and free from debris. Tap set clean and able to be kept in a clean and hygienic state.

Where fitted, water saving devices are functioning correctly.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT is responsible for the replacement of tap washers in all HOUSING ACT properties. Requests for replacement can be arranged by the tenant telephoning the Maintenance Call Centre. HOUSING ACT does not apply excess water charges to tenant accounts. HOUSING ACT installs water saving devices as part of a kitchen/bathroom refurbishment or in new properties. Water saving devices including dual flush toilet systems and water saving shower roses are installed in new properties, refurbished properties and on fail. These items are not installed on request.	Tenants can install water savings devices, such as shower roses, at their own costs. The house must be restored to its original condition if they wish to take the device with them when vacating the dwelling. No approval is required for the installation of a shower rose, however any damage caused to HOUSING ACT fittings will be charged to the tenant's account. Tenants who want advice on water usage in the house should ask ACTEW/AGL for literature on the subject. For advice on water usage in the garden contact ACT Parks and Conservation Service Garden Advice.

Water service reticulation

There are no leaks from pipe work fittings or fixtures above ground level and no visible signs of leaks from concealed or underground pipes.

Pressure relief valves installed and reset in the sealed position. Taps and attached pipework securely attached to supporting structures.

Lagging is complete and firmly affixed to adjacent structures.

Freestanding standpipes are adequately supported.

All path boxes are intact identifiable and in-ground controls accessible and operational.

Water hammer devices fitted to medium density housing units.

Backflow prevention devices fitted to all external taps for new properties.

Water meter

Spindles to control valve will rotate at least 360° with moderate effort.

No leaks from pipework, taps or around spindles to taps.

Water usage indicators can be easily read.

Housing (if provided) should be of adequate size and functional.

Hot water heater

Hot water heater is free of excessive rust to casing and provides freely flowing hot water to dwelling.

Flue where fitted is firmly in place, free of rust, fitted with a cowl and flashed at roofline.

External units clear of vegetation, shrubs and trees and located on a level concrete or brick base.

No evidence of water leaks.

Surface finish largely intact (surface blemishes that do not affect functionality are generally acceptable).

Size of hot water service adequate for size of dwelling. If the dwelling has three or more bedrooms the hot water service capacity should be more than 120 litres.

ACTPLA regulations note Australian Standards require hot water to be stored at no less than 60°C so as to inhibit the growth of legionella bacteria.

All new hot water installations shall, at the outlet of all sanitary fixtures used primarily for personal hygiene purposes deliver hot water not exceeding:

(a) 45°C for early childhood centres, primary and secondary schools and nursing homes or similar facilities for young, aged, sick or disabled persons:

and

(b) 50°C in all other buildings.

NOTE: Compliance with these temperature limits is optional for kitchen sinks and laundry tubs.

The TFM is responsible for ensuring these requirements are met on new installations.

Standard Hot Water installations

The hierarchy for installation of Hot Water Units is as follows:

1.) GAS:

In properties with gas connected a 5 star or higher gas hot water service must be installed.

2.) In stand alone dwellings without a gas connection the tenant must be offered the option of a gas connection and a gas hot water service.

NOTE: the tenant must be advised of the supply charge, currently approximately ($51.88 a quarter as at 17 June 2010) and that the savings may offset that charge.

3.) PASSIVE SOLAR:

The next preference is for Solar Hot Water units. These are to be sited facing 45 degrees East or West of North. The maximum pipe run (flow and return) is to be 30 metres.

4.) HEAT PUMPS:

These are to be sited on a wall facing 45 degrees East or West of North. They should not be within three metres of a living or bedroom window or door and must be 2 metres away from the property boundary. Where this is not possible, authorisation must be obtained from the TFM to confirm how to proceed.

5.) ELECTRIC STORAGE UNITS:

As a general rule electric resistive storage units are only to be installed in multi-level complexes. The installation of electric resistive storage units is not to proceed to Class 1 dwellings without the express written approval of Housing ACT.

SIZING:

Bedrooms	Electric	Gas	Instant Gas
Bedsitter	50l	n/a	n/a
1	80l	90l or	16L pm
2 Bedroom Flat	80l	90l or	16L pm
2 Bedroom Class 1	Solar or Heat Pump	90l or	16L pm
3	Solar or Heat Pump	170l	n/a
4	Solar or Heat	170l	n/a

Pump	
HOUSING ACT Responsibility	**Tenant Responsibility**
Maintenance of fittings in a fully operable condition. The majority of repair or replacement of HWS's are requested via the Maintenance Call Centre by the tenant. The TFM will replace the existing HWS if it is no longer serviceable. All repairs/replacements will be carried out by the FM's licensed electrical or gas contractor. **Upgrading to larger** HOUSING ACT will upgrade 50 & 80 litre hot water systems (HWS) to 3 or 4 bedroom houses upon request. All other hot water services will only be upgraded when they are considered to be no longer serviceable by the TFM. **Electric or gas** Housing ACT will only replace 50 or 80 litre existing electrical hot water services with a gas appliance when the existing HWS has failed and the gas supply is already connected to the property. Flats and OPA's will have HWS replaced with the same size as the existing unit. **Upgrading HWS in 3 or 4 bedroom houses** Replacement of a 50 or 80 litre HWS installed in 3 or 4 bedroom houses with a more appropriate size system can be arranged by; · Tenant reporting to the Maintenance Call Centre. · The Housing Manager identifying when carrying out inspections. **Replacement of internally installed 250 litre or 315 litre HWS** The replacement HWS will be fitted externally in most circumstances. Possible exceptions; · body corporate managed units · flat complexes · house design When the TFM is refurbishing a property the HWS is to be relocated externally where possible.	The tenant is responsible for repairs and maintenance due to neglect, accident or mistreatment of a HWS. Gas meters are the property and responsibility of ACTEW/AGL to repair and maintain. Tenants can contact ACTEW/AGL for maintenance to the meter or service regulator. Housing ACT is responsible for gas lines and appliances on the "house" side of the meter. In the event of a gas leak the tenant must be advised to turn off the gas at the meter and at the appliance, if it is fitted with a gas tap. The tenant can contact the Maitnenance Call Centre for a guide on how to turn the gas off.
Hot water temperature controlled (Thermostatic Mixing Valve)	

Checked that mandatory periodic servicing has been carried out.

Water temperature measured at the outlet does not exceed 40 degrees Celsius. System drops to a trickle with no rise in temperature when cold water to the valve is shut off.

HEALTH, SAFETY and SECURITY

Smoke alarms

Smoke alarms are installed in position to provide audible alarm to sleeping area and is operational by check testing. (For disabled persons other means should be investigated). Current ACT legislation requires all existing properties have smoke detectors installed. Housing ACT provide hard-wired smoke detectors to its properties.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT will provide all properties with the appropriate number of smoke alarms. HOUSING ACT will maintain and replace smoke alarms. It is understood that hard wired smoke alarms have been installed in all HOUSING ACT dwellings.	Tenants are responsible for keeping smoke alarms in a clean condition and for reporting malfunctioning units to the Maintenance Call Centre. Tenants are not to remove any smoke alarm provided by HOUSING ACT or left by a previous tenant. Repair or replacement of missing or damaged smoke detectors may be charged as tenant responsible maintenance.

Locks, latches & catches

Firmly fixed, free from damage and excessive wear, and mechanical action operates with ease.

Adequately engages the keeper to secure the door.

Keeper firmly fixed and matches the lock/latch/catch and secures the door/window/screen in the closed position.

Where required to lock, the key/snib secures the lock with easy action and the key enters and withdraws freely from the lock.

Lock, latch/catch furniture and handles and push plates are in a secure and freely operating condition with no damaged, missing or excessively worn components. The quality and installation of a lock should provide adequate security for the occupants to the extent that illegal entry can only be made by force.

Height and type of locks/latches/furniture to be in accordance with asset usage ie., lower positioning and alternate types for disabled persons.

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable condition. Deadlocks to external doors and keyed window locks are not provided by HOUSING ACT. In exceptional circumstances HOUSING ACT will provide additional locks (such as deadlocks, window locks etc). A tenant is required to provide proof n writing, at which time HOUSING ACT will assess the case on its merits. Proof will usually be in the form of a referral from the Domestic Violence Crisis Service (DVCS), Australian Federal Police etc.	Additional or replacement keys for doors and windows. If the tenant changes the locks to a lock system other than the ones used by HOUSING ACT, the tenant is liable for the cost of restoring the lock system to the one used by HOUSING ACT.

Security system

Intercom is clearly audible by persons with below average hearing.

Disabled fittings all working and in a location for disabled use/operation.

HOUSING ACT Responsibility	Tenant Responsibility
Securely fixed to wall. All components including the alarm are complete and working at the time of inspection by testing the system.	

Glass Replacement

Glass standards;

HOUSING ACT glass standards are to comply with building regulations as set out by Australian Standard AS 1288. Compliance with this standard is a TFM responsibility.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT will provide replacement of all glass breakage where requested or required. HOUSING ACT is responsible for replacement of glass in all common areas (ie stairwells to flats). HOUSING ACT will bear the cost at all times of reglazing when the glass has been damaged by the failure of a sash balance or proven fault with the window. Note; Where replacing standard glass (as a result of	All other glass breakages will be considered to be a tenant responsible charge. Where the breakage has occurred as a result of a criminal activity or vandalism, charges will apply. However, on provision of a Police Incident Number and appropriate Statutory Declaration (which provides details of when and how the incident occurred), costs may be removed from the tenant

breakage by a tenant or their guest) with the new standard (eg. 3mm standard to 6mm laminated glass) the tenant will be charged the full amount for the new glass.	account. A request for glass replacement should be treated as either Urgent or Priority work and the request telephoned to the Maintenance Call Centre. Tenants should be encouraged to arrange repairs themselves. However, if they are unable/unwilling to do this HOUSING ACT will arrange for the work to be carried out and charges will be applied to the tenant's account.
Pest Control	
HOUSING ACT Responsibility	**Tenant Responsibility**
HOUSING ACT is responsible for general pest control in the first 90 days of a tenancy only. This includes spiders, cockroaches, small rodents, ants, and fleas. After 90 days, the tenant is responsible for all general pest control. HOUSING ACT is responsible for the removal and/or trapping of large vermin (possums, rats, etc) where they are found to have gained entry to or through the roof or sub-floor. Where removal is carried out, the TFM will ensure preventative work is carried out to ensure re-entry is not possible. HOUSING ACT is responsible for the removal of birds, bees and wasps (with the exception of European wasps) ONLY where these are found in the roof or wall cavities of a property. HOUSING ACT is responsible for the removal of European Wasps from its properties. Infestations that occur in a complex may be a HOUSING ACT responsibility. Where a suspected infestation occurs a pest controller will be engaged by the TFM to inspect and report. Removal of bees and wasps in a complex is a HOUSING ACT responsibility.	The tenant is responsible for all other pest control both internally and externally. This includes bee swarms where bees are located externally, small vermin, cockroaches, silverfish, spiders, garden pests, wasps and general pest control. Every effort is to be made to keep the premises free from ants, rats, mice, silver fish, cockroaches, fleas and other vermin. The tenant may be held responsible for the cost of pest control depending on the circumstances. Note; Discretion can be exercised by management where special circumstances are demonstrated, (eg public health risks).
Sharps	
HOUSING ACT is responsible for the removal of sharps from all common areas in complexes and	HOUSING ACT is not responsible for the removal of

vacant properties. The TFM (under the Common Area Cleaning contract) will collect and dispose of sharps found in common areas of HOUSING ACT complexes. At some larger complexes with security services, some security guards are certified to collect sharps and place in sharps bins. The TFM will collect and dispose of sharps found in vacant properties. Costs incurred in removing sharps from vacant properties will be charged to the vacating tenant's account.	sharps in tenanted properties. Discretion can be exercised by management where special circumstances are demonstrated.

Asbestos

All dwellings constructed in the ACT before 1985 may have materials that contain asbestos. Housing ACT has approximately 5,300 dwellings and 200 small to large multi-unit complexes that were built prior to 1985.

The risks associated with asbestos occur when materials containing it are damaged. The materials do not pose a health risk if they are maintained in good condition.

The amendments to the Dangerous Substances (Asbestos) Act 2004 were passed in the ACT Legislative Assembly in August 2004 and February 2005.

In 2005 all Housing ACT tenants were informed in writing that materials in their properties may contain asbestos, as required by the Dangerous Substances (Asbestos) Act 2004. The letter contained a household guide on asbestos, which provided information about the tenant's responsibilities under the law and what to do should they suspect deteriorated or damaged asbestos materials in their home.

HOUSING ACT Responsibility	Tenant Responsibility
HOUSING ACT is responsible for ensuring all prospective and new Housing ACT tenants are provided a fact sheet on managing asbestos and are notified in writing that the dwelling being let to them may have material containing asbestos when they sign up to a property. HOUSING ACT will remove asbestos from its properties when: • A full refurbishment is undertaken to the kitchen or wet areas; • A property becomes vacant at the end of a tenancy and materials containing asbestos are found to be in fair to poor condition; • Any materials that may contain asbestos are identified as being broken or in poor condition.	Under the Dangerous Substances (Asbestos) Act 2004 tenants are required to inform any tradespeople they privately engage of the possibility of asbestos materials in the property as set out in the notification provided by HOUSING ACT. In the event of damage to possible asbestos materials, the tenant can contact the Maintenance Call Centre and the TFM will arrange certified contractors to assess the situation and undertake any remedial action using licensed

All materials containing asbestos are removed in accordance with the requirements of the Building Code of Australia and the relevant Australian Standard.	asbestos removalists. Under no circumstances should tenants or HOUSING ACT/TFM staff handle or remove the material themselves. Where identified as an immediate health and safety issue Housing Managers can contact the Maintenance Call Centre direct from site. Alternatively Housing Managers can report the issue to the "Housing Spotless" inbox. Public housing tenants should not personally undertake any repairs or renovations to areas of their property that may contain asbestos, without advising — in the first instance — the Housing ACT Maintenance Line.

Body Fluid Spillage	
HOUSING ACT Responsibility	**Tenant Responsibility**
HOUSING ACT is responsible for the clean up of blood spillage, vomitus, urine and/or faeces from common areas in flat complexes, OPAs and vacant properties. In complexes, where a Common Area Cleaning Contract exists, this work will be carried out as part of the requirements of the contract.	Tenants are responsible for the clean up of any blood spillage, vomitus, urine and/or faeces in standard tenanted properties.

PEOPLE WITH DISABILITIES

HOUSING ACT will, subject to assessment, provide newly constructed or upgraded housing, or carry out modifications to the existing dwelling to meet the essential needs of people with disabilities. The more common features of properties built or modified for tenants with disabilities are listed as:
Internal Grab rails
External hand rails
Hand held showers
Lever handled taps and door handles
Hobless showers
Door wedges for wheelchairs
Access ramps
Wheelchair accessible paths
Large rocker switches

Access, front and rear

Access requires no step of any height from kerb into the property via the front & rear entry.

All paths, ramps, landings and railings comply with disabled persons Australian Standards and ACT Building code gradients, widths and heights.

At all corners and entry ways there is sufficient clear turning/access area to negotiate the turn/access by a person unaided in a wheelchair.

Screen door swings at entrance landings to suit ease of access by disabled persons in wheel chairs.

Access and turning area is provided to clothes line and clothes line is at an accessible height to be reached from a wheel chair.

Related item: Balcony, porch, patio railings, steps, landings and ramps.

Alarm

Emits audible and/or visible alarm. Panic button operates alarm.

Signage is complete.

All items are securely fixed in place.

Lights, power points

Where a tenant's incapacity makes operation of switches difficult, large rocker switches should be fitted to power points and light points.

Grab rails

Grab rails securely fixed to the building structure and able to resist service loads.No evidence of rusting and surface finish predominantly intact.

Locks, latches & catches

Height and type of locks/latches/furniture enables use by tenant. Typically, this includes lower positioning and alternate types, such as lever handles, for disabled persons.

Ramps

Ramps should give easy access and not be slippery.

Handrails, safety rails, hobs to edges and rest areas should be in place.

Taps

Height and type of taps enables use by tenant.

Responsibility and Process

HOUSING ACT Responsibility	Tenant Responsibility
Maintenance of fittings in a fully operable	Fair wear and tear standards take account of the tenant's

condition. HOUSING ACT is responsible for the management of alterations to its properties ('disabled modifications') to meet the special needs of tenants. Where a tenant requires modifications or additions to the property due to mobility issues they are to be referred to an Occupational Therapist (OT) for assessment. The Disabled Modifications Officer is the first point of call for a tenant wanting to arrange an OT assessment. The Officer will assess the tenants request and provide a reference number and phone number for the tenant to contact an OT. Lever taps, lever door handles and/or external hand rails may be installed on provision of a letter from a doctor and an OT is not required. This can be arranged by referring the letter to Housing ACT. Alterations including ramps to front or back doors, grab rails, bathroom and/or kitchen modifications require an Occupational Therapist assessment before consideration is given to installation. **Policy;** · HOUSING ACT will provide one ramp only to a nominated entry that is considered to be structurally and/or economically viable. If this is not possible, an alternate entry will be used. A second ramp will only be provided if exceptional circumstances are demonstrated and provision is approved by Housing ACT. · Baths are not normally replaced with showers – where possible a shower will be placed in a separate location from the bath. · Showers are not normally replaced with baths – unless exceptional circumstances are proven.	disability. For example, scratched paintwork and other tenant damage or damage due to a wheelchair is generally considered fair wear and tear.

Non Standard Items

Non standard items that are left in properties by previous tenants or as part of a spot purchase are left for the new tenants use. The new tenant will sign a letter noting that HOUSING ACT will not maintain the item. This for will be signed at the same time as the tenancy agreement. If the item fails the tenant can call the Maintenance Call Centre to have it removed only or they can arrange and pay for their own repairs to the item. If the item is repaired by the tenant the work must be carried out by a qualified tradesperson. The TFM will not arrange repairs to non-standard items.

Non standard items include (but are not limited to):

Dishwashers
Spa Pump
Food waste disposal unit
Light fittings (other than batons)
Air Conditioners (unless installed by HACT) – a standard HACT electric or gas heater will be installed at the property when the air conditioner has reached the end of its economic life or requires repairing. Please note that there are some complexes where ALL UNITS have air conditioners installed as standard. In these properties HACT will maintain the air conditioning system.
Evaporative Cooling System
Auto Garage Doors - unless supplied by HACT
Dead locks
Keyed window Locks
Irrigation Sprinklers
Picture hooks
Shelves
Wallpaper
Dryers/Washing machines (except where they have been installed by HACT)
Satellite Dishes
External TV Antennas to single level dwellings
Security lights (Except at complexes owned entirely by HACT or have been installed by HACT)
Security Alarm systems (except Duress Alarms installed by HACT in OPAs)
Ceiling Fans
Data Cabling
Wood Heaters
Pergola (where it is tenant installed, unapproved and/or not part of the original building structure)
BBQ
Ducted Vacuum Cleaner
Garden Shed (where it is tenant installed, unapproved and/or not part of the original building structure)
Awnings
Bathroom Heaters (not incl. Tastics/heat lamps)
Sprinkler Irrigation Systems